

Bright Stars

DUTCHESS COUNTY DEPARTMENT
of COMMUNITY & FAMILY SERVICES

ANNUAL REPORT 2019



MISSION

*Assist and protect
vulnerable County
residents with the aim
of restoring each
individual to maximum
independence.*



2019 DCFS ANNUAL REPORT

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A MESSAGE FROM COUNTY EXECUTIVE MOLINARO



One of Dutchess County Government's largest workforces, the members of our Department of Community and Family Services (DCFS) works tirelessly each day, serving more than 1 in 10 County residents each year by providing an array of critical programs. A devoted corps of hundreds of men and women, each serving their fellow

Dutchess County neighbors, the DCFS staff administers a variety of services through numerous administrative units – from child protective services and foster care, to temporary assistance and child support enforcement, among many others.

Thousands of County residents of every age benefit from the professionalism and diligence of our co-workers at DCFS each year, and 2019 was no exception. The following pages contain a detailed accounting of the department's highlights over the past 12 months, achievements that have enhanced the lives of so many living here in Dutchess County.

Additionally, you'll find in this report the department's "Bright Stars," a dozen individual DCFS workers who consistently provide exemplary customer service, utilize problem-solving to resolve issues, contribute to the unit in which they work, and display how they're committed to the department's mission. These "Bright Stars" span a range of divisions and units, underscoring the fact that DCFS employees shine at every turn. We thank them and their co-workers for the important work they do for their community.

The employees of the Department of Community and Family Services often work in anonymity, selflessly toiling in the background to improve the lives of residents in every corner of our County. I hope you will delve into the following report, gain a better understanding of individuals who, collectively, make our DCFS staff an example for the state, and come away with a greater appreciation of the many ways Dutchess County is a better place to live, work, and raise a family because of our Department of Community and Family Services.

Stay safe,

Marcus J. Molinaro
Dutchess County Executive

A MESSAGE FROM COMMISSIONER JAAR MARZOUKA



As I am writing this report, I am in my fifth year as the Commissioner of the Department of Community and Family Services. In my first couple of weeks, I made it a point to visit each division and to accompany front line workers in the field. I was struck by the

gratitude of our clients, and by the compassion I saw in the eyes of our staff. And in a blink, I fell in love with my new job.

The Department of Community & Family Services plays a unique role in our community. We are the last resort for so many individuals and families who find themselves in vulnerable situations. Whether they are homeless, or victims of abuse, or seeking financial assistance or supportive services, we are here to serve. We are here to provide. Much is expected of us; it is not easy. We often find ourselves surrounded with a barrage of regulations and other bureaucratic challenges that make it difficult to provide the needed assistance. But we never give up. So, if the eligibility criteria for us to provide the needed financial support is not met, we will explore all possibilities to ensure access to the needed services, including identifying a community provider who can assist.

There are many unsung heroes among us. Their work at the Department is not a job, but rather a calling. Every month, we take a moment to recognize them through a peer nominated process. They are our Bright Stars, and this year's annual report is a tribute to their services.

I hope you will join me in celebrating our Bright Stars.

I am proud to serve with such dedicated individuals.

Enjoy our report!

Sabrina Jaar Marzouka, J.D., M.P.H.
Commissioner

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DCFS ORGANIZATION

OUR MISSION:

Assist and protect vulnerable county residents with the aim of restoring each individual to maximum independence.

We do this through the provision of:

- Temporary assistance and supportive services necessary to sustain vulnerable and disabled persons in a courteous, fair, and efficient manner
- Protective services to children and adults at risk of being harmed
- Services that will strengthen the family unit, promote positive youth development, encourage stability in living arrangements, and provide a nurturing environment.



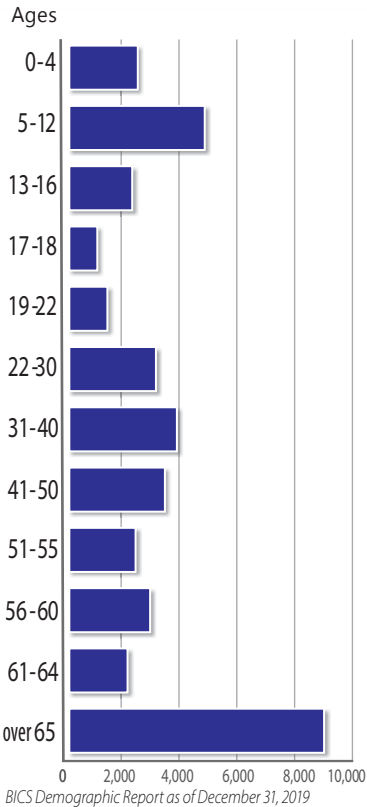
DCFS FACTS AT A GLANCE 2019

TOP MEDICAID PAYEES

Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. In 2019, payments were made to the following vendors providing Medicaid services.

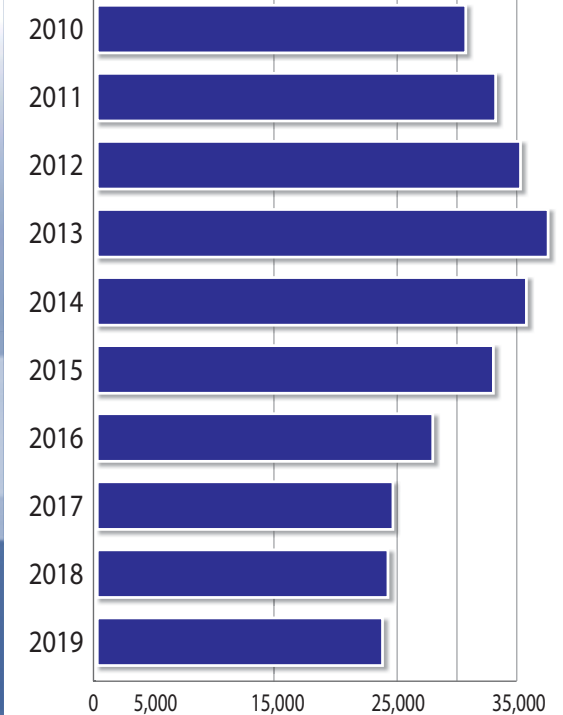
MVP Health Plan	\$121,492,034
NYS Catholic Health Plan	\$110,107,782
Cardinal Hayes	\$17,519,603
Abilities First	\$17,129,182
Wellcare Of NY	\$15,230,827
NYSARC Dutchess County	\$14,615,340
New Horizon Resources	\$14,347,544
Hamaspik Choice	\$14,304,961
Taconic DDSO	\$12,877,254
Anderson School	\$12,618,330

ACTIVE INDIVIDUALS



DCFS CASELOAD SNAPSHOT

Unduplicated cases. Does not include HEAP, Services, or Child Support cases—as of DECEMBER 31, 2019



TOP NON-MEDICAID VENDORS

Children's Home Poughkeepsie	\$3,838,271.63
Hudson River Housing	\$2,642,945.55
Community Housing Innovations	\$2,182,767.04
Dutchess County Probation	\$1,826,328.00
Astor Services	\$1,754,041.00
Central Hudson	\$1,707,059.65
Family Services	\$1,474,171.00
Grace Smith House	\$1,471,465.82
Vanderheyden	\$1,005,483.72
Berkshire Farms	
Services for Youth	\$887,677.84

ACTIVE CASES

Cases as of	12/31/18	12/31/19
SNAP	10,353	10,385
HEAP	2,052	2,151
Medicaid	7,418	7,541
Medicaid SSI	5,597	5,608
Family Assistance	491	464
Safety Net Assistance	595	569
Services (Adult/Children)	1,723	1,803

2019 MODIFIED BUDGET

	Appropriations	Revenues
Administration (salaries, fringe, materials, other)	\$41,957,985	\$24,197,036
Non-secure Detention	\$1,347,583	\$668,907
Child Care Subsidy	\$5,629,706	\$5,806,567
Services for Recipients	\$7,210,298	\$3,229,774
Medicaid - Local payments	\$117,025	\$100,000
Medicaid - MMIS Payments	\$41,352,545	\$200,000
Special Needs Adults/Family	\$308,566	\$7,500
Family Assistance	\$9,028,859	\$7,544,295
Foster Care	\$33,750,517	\$25,557,399
Juvenile Delinquents/PINS	\$196,500	\$1,000
State Training Schools	\$2,650,000	\$0
Safety Net	\$8,300,000	\$2,224,500
HEAP	\$755,714	\$760,061
Emergency Aid to Adults	\$204,000	\$44,000
Supplemental Nutrition Assistance Program	\$0	\$0
Youth Administration	\$205,279	\$176,936
Youth Development/Delinquency Programs	\$0	\$0
Youth Services Unit	\$314,882	\$176,673
Youth Development Program	\$198,375	\$200,000
Youth Runaway & Homeless	\$136,008	\$102,006
Totals	\$153,663,842	\$70,996,654

2019 COMMISSIONER'S OFFICE

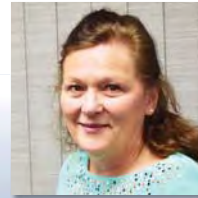
The Commissioner's office consists of the Commissioner, Deputy Commissioner for Financial and Supportive Services, Deputy Commissioner for Services, Deputy Commissioner for Special Needs, Director of Administrative Services, Assistant to the Commissioner for Program Planning and Evaluation, Special Assistant to the Commissioner, Staff Development Director, and Confidential Administrative Assistants. The Commissioner's office oversees the programs and operations of the department.



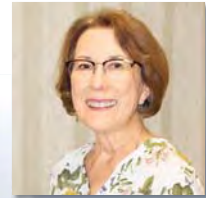
Theresa Giovannello
Deputy Commissioner



Debra Bonnerwith
Deputy Commissioner



Sharon Avila
Confidential Administrative Assistant



Carol Domino
Confidential Administrative Assistant

- Continued Navigating the DCFS System workshop series. In 2019, two workshops covered Think Differently and Child Support, with a total of 73 professionals attending, representing 30 agencies. Two additional targeted workshops were offered: one for other county departments on how to assist their clients with the Temporary Assistance Application process, and one for nursing home employees on the Medicaid application process.



- Offered a training with the Dutchess County Bar Association for attorneys, judges, probation staff and other clinicians focused on working with clients with disabilities; 23 people were trained.
- Gave a presentation for the Annual Rosa Parks Community Icon Awards – Commissioner Marzouka was the keynote speaker.
- Enhanced staff knowledge of community agencies with Community Resource Presentations.
- Marked the official opening of the newly renovated Department of Community and Family Services with a ribbon cutting ceremony. Staff joined local leaders to celebrate the refurbishments made to the historic DCFS building to enhance the customer experience.



Kudos to Frank Farinacci, seen here receiving the 1st Annual Commissioner's Award, for his willingness and ability to help wherever needed throughout the building. From maintenance to moving offices – Frank gets the job done!



ACCOMPLISHMENTS & YEARLY STATISTICS 2019

THINK DIFFERENTLY

Dutchess County's ThinkDIFFERENTLY initiative's purpose is to support and advocate for individuals and families with special needs. We promote local efforts for improving accessibility, fostering acceptance, and building inclusion.



Toni-Marie Ciarfella
Deputy Commissioner for
Special Needs

ACCOMPLISHMENTS AND YEARLY STATISTICS

- Continued to collaborate with Dutchess Community College on the 2-year "Think Ahead" program. Enrollment totaled 22, 8 students graduated. Several students were awarded internships as part of the work readiness program.
- Provided Autism Supportive Environment training to 17 organizations with 114 people trained.
- Expanded www.thinkdifferently.net, which serves as a resource to local families. The website was visited 23,681 times.
- Co-hosted the 3rd Annual "Think Jobs" Round Table in partnership with the Dutchess County Workforce Investment Board; 16 businesses and 19 providers attended.
- Collaborated with the Dutchess County Department of Human Resources to adopt the 55A policy, which has resulted in an increase in hiring people from the 55A list.
- Addressed the social work students at a tele-conference of the National University of Taiwan.
- Attended the NY Metro Abilities Expo to promote the ThinkDIFFERENTLY initiative.
- Presented on accessibility for Dutchess County hotel managers.



ThinkDIFFERENTLY

hosted the following events:

- First Responder Autism Sensitive Training for local fire, EMS and law enforcement personnel; more than 30 first responders were trained; 20 people attended a new session teaching families.
- Two sensory-sensitive ThinkDIFFERENTLY Red Carpet Movie Days at Roosevelt Cinemas; more than 140 residents attended.
- Annual ThinkDIFFERENTLY Picnic for people with special needs at Cady Field in Pleasant Valley; more than 400 residents registered to attend.
- Disability Dream and Do baseball camp, in conjunction with the Hudson Valley Renegades and the Dave Clark Foundation; more than 120 children and young adults attended.
- "ThinkDIFFERENTLY Thursday at the Dutchess County Fair"
- Annual "ThinkDIFFERENTLY Dash," a 1-mile walk/run for residents with special needs, attracting a record 430 registered participants.
- Sensory-sensitive performance of "The Nutcracker," performed by New Paltz Ballet Theatre; attended by more than 300 residents.
- 2019 Special Olympics New York State Summer Games; more than 1,800 athletes and coaches gathered to compete.
- Officials from Broome County Government to learn more about ThinkDIFFERENTLY.
- Medical Orders for Life Sustaining Treatment (MOLST); over 20 community partners in health care attended.
- Self-Advocacy Association of New York State (SANYS) Job Fair
- Collaboration of Services and Care Across the Life Span for People with Special Needs conference, attended by 90 providers and families.

COMMISSIONER'S OFFICE HIGHLIGHTS

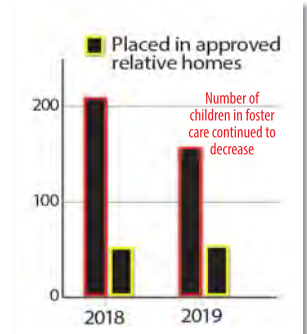
The Commissioner implemented a Solutions to Homelessness Workgroup that solicited partners from all service spectrums, public and private, with the goal to seek solutions to combat homelessness and provide viable affordable housing options to county residents. A report of targeted housing solutions and strategies was presented to the County Executive in late 2019. A comprehensive initiative to prioritize and address the housing needs of all Dutchess County constituents was presented by County Executive Marcus Molinaro in the 2020 State of the County Address.

Continued to deliver vital public benefits to more than 1 in 10 Dutchess County residents in 2019, serving over 30,000 unduplicated individuals across all programs.



Partnered with Dutchess County Office of Probation and Community Corrections and the Dutchess County Youth Services to provide "Strengthening Families," an evidenced based prevention program for youth ages 10-14 and parents, which uses tools, skills and strategies to strengthen families; 17 families were served in 2 seven-week sessions and 5 families received a four-week booster session.

In 2019, the number of children in foster care continued to decrease and the percentage of children placed in approved relative homes increased. As of 12/31/18, there were 207 children in foster care, 25% (52) of them placed in approved relative homes. As of 12/31/19, there were 187 children in foster care, 27% (50) of them placed in approved relative homes.



Partnered with Real Skills Inc. to pilot "Fostering Connections," a mentoring program that connects foster youth to positive adult role models who will assist them in gaining the skills and self-sufficiency needed to transition successfully into adulthood. To date, 9 youth have participated in the program and 10 mentors have been trained. (6 mentors and 4 youth participated in an event in December that included bowling, laser tag, arcade games, lunch and a gift card for each youth.)

Partnered with Mental Health America to pilot a Coached Visitation Program, an interactive program that focuses on trained volunteers coaching parents during supervised visits, teaching them to meet the needs of their children so that children can safely return home from foster care. In 2019, 7 families received these services.

Community Solutions for Transportation (CST), funded by DCFS, presented seven local families, including a veteran, with pre-owned vehicles. Qualified participants must come from a family that receives Temporary Assistance or whose family income is less than 200 percent of the poverty level. DCFS Commissioner Sabrina Jaar Marzouka states, "Providing an eligible individual with a pre-owned vehicle to secure employment is one of our most cost-effective programs."

Since the program began, 90 percent of the recipients have remained independent from temporary assistance. These outcomes speak volumes to the success of the program."





Path to Promise

YOUTH SUMMIT
August 15, 2019

Path to Promise is the County's comprehensive effort to ensure all young people in the county have the assets they need to achieve their full potential as they grow into young adults.



The County has engaged in dialogues with youth, parents, service providers, funders and the public at large to identify and analyze existing youth programs, build on them and use the information acquired to help determine how we can close gaps in services and supports.



The August 15th Youth Summit was a continuation of that deep outreach effort.



Attendees helped guide the process that will benefit county youth moving forward. They separated into breakout groups to share their thoughts about the building blocks of

Path to Promise - six domain areas: learning, material basics, safety, family/social relationships, mental health, and physical health -- and reported their findings back to the full group.

It's imperative we continue to listen as we implement these plans that will profoundly impact the future of Dutchess County youth for generations to come. Our motto is, "Nothing about me without me."



To learn more about Path to Promise, visit the Dutchess County website at:

<https://www.dutchessny.gov/Departments/Youth-Services/Youth-Services-Path-to-Promise.htm>

COMMISSIONER'S OFFICE SERVED ON THE FOLLOWING COMMITTEES

- Agency Partner Grant
- Career Achievement Program Committee
- Chair of NYPWA Deputy Commissioners' Leadership Network Steering Committee
- Child Advocacy Center Leadership Committee and Multidisciplinary Team
- Council of Family and Child Caring Agencies Region V Workgroup (COFCCA)
- Criminal Justice Council
- DC Family Court Improvement Project
- DCRROC Headliner's Award Committee
- Dutchess County Domestic Violence Steering Committee
- Dutchess County Human Trafficking Taskforce
- Dutchess County Regional Chamber of Commerce Women's Leadership Alliance
- Human Rights Commission's 100 Cups of Coffee Steering Committee
- Maternal Child Health Initiative
- Office for Aging Advisory Board
- Recovery and Resiliency Consortium
- Removing Barriers to Case Committee
- Sexual Assault Response Team (SART) Executive Committee
- United Way Community Impact Committee
- Workforce Development Board
- Mount Saint Mary's Center on Aging and Policy - ProActive Caring Project's Steering Committee

ABOVE & BEYOND THE CALL OF DUTY TEAM (ABCD)

Since it began in February of 2009, the ABCD Committee has added positive energy to the agency. A small group of motivated staff persons can accomplish much. This year, ABCD raised \$1,301 for “Communities Responding to Overcome Poverty” (CROP), a worldwide effort to address hunger and other needs due to poverty. A portion of the funds stays here in Dutchess County to assist the Dutchess Outreach Lunch Box, Community Action Program, and the Beulah Baptist Soup Kitchen.



ABCD began a new DCFS Newsletter Committee and issued its first newsletter in the Spring of 2019. An ongoing initiative involves the employee suggestion boxes located throughout the building. The Committee collects employee suggestions throughout the building and reviews them with Administration for possible implementation. Another ongoing initiative is the Knitting & Crochet Club, which meets on Wednesdays during lunch break. The ABCD Wellness Committee brought back

the Summer Fitness Challenge, which was expanded to all County employees with support from the County's Wellness Committee. Many DCFS employees participated in the challenge and were rewarded with certificates and prizes. In the winter, the ABCD Committee participated in the United Way's Winter Hygiene Supply Drive. Thanks to the generosity of DCFS employees, the committee provided United Way with hundreds of items ranging from toothpaste to socks and underwear for the homeless.

LEADERSHIP DEVELOPMENT PROGRAM

Born in 2010, the expectation of the program is for members to share knowledge through a presentation to the group. In 2019, eight employees earned certificates for their participation. Wendy Baur (AFS) and Christine Nastasi (MA) co-presented “Mentoring”; Carol Domino (ADM) and Jeannine Guerra (MA) co-presented “Manage Up”; Suzanne Howell presented “A Supervisor's Journey” with the assistance of guest interviewee Tracy Connolly (CPS); Theresa Giovanniello presented “Servant Leadership”. Certificates of achievement were also awarded to Jeannine Guerra, Darla Steinhauer and Thomas Tait for achieving Level I (8 credit hours); Christine Nastasi (MA) for achieving Level IV (32 credit hours); Wendy Baur (APS) for achieving Level V (40 credit hours); Carol Domino for achieving Level VI (48 credit hours); Suzanne Howell and Theresa Giovanniello for achieving Level IX (72 credit hours).



Our guest speakers for the year were: Londina Cruz, Licensed Coach and Executive Director for the John Maxwell Team who presented “Developing Courage”; community leader, Christina Boryk, Executive Director of Rebuilding Together; Dr. Angelo Castello of NY Spine and Wellness presented on “8 Keys to Healthier Living”. Our inspiring keynote speaker at the 2019 Achievement Awards Event, which was held on January 15, was local leader, Sheila Appel, the IBM US Regional Director for Corporate Citizenship Initiatives. We thank all our speakers for sharing their knowledge and congratulate all the award recipients for their commitment to lifelong learning.

YOUTH FINANCIAL LITERACY & COMPUTER TRAINING PROGRAM

In August 2019, DCFS held a 3-day session of our Youth Financial Literacy and Computer Skills Training Program. We served 12 local youth ages 13 to 18.

DCFS partnered with Dutchess BOCES, TEG Federal Credit Union, and the Dutchess County Workforce Investment Board, to coordinate the program. All participants came from families who receive public assistance or foster care services through DCFS. Participants must achieve satisfactory attendance and satisfactory grades in school to qualify for the program. The program is funded through the Temporary Assistance for Needy Families program and the Foster Care Block Grant.



At the successful completion of the program, each participant earns a laptop and printer. As of this year, the DCFS summer computer training program has served 268 youth. One parent reported that the program was “wonderful” and that her daughter is using her laptop a year later for her schoolwork at Dutchess Community College. In addition, she stated that her older son was in the program five or six years ago and his laptop still works, so he lets her younger son use it for his homework too. This program has been recognized as a best practice for youth job preparation.



William Sanchez
Special Assistant to Commissioner

FAIR HEARINGS AND QUALITY ASSURANCE

The Fair Hearing and Quality Assurance unit represents DCFS in requested fair hearings, serves as liaison for NYS Office of Temporary and Disability Assistance audits, and completes Child Care Subsidy audits for NYS Office of Children and Family Services. This unit also ensures quality performance standards by compiling and tracking outcome data, including monitoring and visiting contracted agencies.

The fair hearing process allows applicants and/or recipients to tell an Administrative Law Judge, assigned by the New York State Office of Temporary & Disability Assistance, why they think a decision made about their case is incorrect. The Commissioner of OTDA assigns a designee from the Office of Administrative Hearings to review the findings of the hearing and to render a written decision based on the facts, rules and regulations that govern benefits issued by Medicaid, Temporary Assistance, SNAP, and Child Care.

FAIR HEARING ACTIVITY 2019

Fair Hearings Requested	833
Fair Hearings Held	726
Appellant Defaults	224
Appellant Withdrawals	237
Agency Decisions Upheld	105
Agency Decisions Reversed	44
Percentage of Fair Hearings in Favor of the Agency	93%
Postponed/Pending	33
Other Agencies	100
Correct When Made	12
Agency Withdrawals	19

- Completed 35 Fiscal Child Care Audits (DCFS is in full compliance) for NYS Office of Children & Family Services (OCFS)
- Conducted 30 contractor monitoring site visits
- Completed 50 contracted program desk reviews of self-evaluations



Bridget Goddard
Assistant to the Commissioner
for Program Planning and
Evaluation

CONTRACTS, POLICY & PLANNING

The Assistant to the Commissioner for Program Planning and Evaluation develops all Department of Community and Family Services plans, prepares funding applications for special programs, oversees the contracts, prepares and/or responds to requests for proposals and oversees the Office of the Medicaid Inspector General's Medicaid Compliance Audit Demonstration Project in Dutchess County.

CONTRACT ACTIVITY 2019

Adult Foster Care Services	2
Auditing	1
Credit Reporting	3
Child Care	2
Detention/Foster Care Institutions	39
Domestic Violence Services	7
Employment/Training Services	12
SNAP Nutrition Education/HEAP	5
Genetic Testing	1
Homeless Prevention	5
Interpreter Services	1
Legal Services	5
Medical Exams/Services	4
Memoranda of Agreement	89
Other Inter-Agency Service Agreements	9
Preventive Services	25
Resource Parents	124
Service Agreements	30
Totals	364

Value of Contracts \$49,000,000+

2019 ADMINISTRATIVE SERVICES



Peter Simon
Director of
Administrative Services

The Director of Administrative Services helps develop and present the annual budget and is responsible for the supervision and coordination of the fiscal and operating functions. The following units are overseen by the Director: Accounting, Central File, Reception, Purchasing, Welfare Management Systems and Computer Information Services. The Director of Administrative Services serves as the agency's Freedom of Information Law (FOIL) Officer.

ADMINISTRATIVE SUPPORT

- Received and processed 27,600 calls at the switchboard (those callers who did not use the main menu options and chose the "operator")
- Completed 501 building work orders
- Processed payments/vouchers for
 - * 503 travel orders
 - * 56 cases for state auditors
 - * 88 DCFS contracts totaling \$14,484,045
 - * 19 Youth Services contracts totaling \$313,270
 - * 14 Think Differently contracts totaling \$111,570



ACCOMPLISHMENTS &
YEARLY STATISTICS 2019



Brian Napoleon
Director of Budget and Finance

ACCOUNTING

- Maintained accounts for 200 clients in receipt of supplemental security income who need help managing their money. Deposits of \$1,708,895 and issuance of 13,232 checks totaling \$1,720,451 occurred on behalf of these clients.
- Collected over \$76,700,000 in state and federal reimbursements of department expenses
- Arranged and paid for 162 indigent burials in the amount of \$271,118

ACCOUNTING TRANSACTIONS PROCESSED IN 2019

Services	Number	Amount
Title IV-D Assistance	1,900	\$169,000
Family Assistance	15,500	\$6,919,000
Adult Care and Emergency Assistance	200	\$171,000
Safety Net Assistance	19,200	\$8,365,000
Medical Assistance	200	\$83,000
Emergency Aid to Families	100	\$324,000
Title XX Services for Recipients	700	\$657,000
Non-Title XX Services for Recipients	14,300	\$11,308,000
Foster Care and Adoption Assistance	12,600	\$14,345,000
Child Care Assistance	11,400	\$5,413,000
Independent Living Program	600	\$75,000
Home Energy Assistance Program (HEAP)	8,500	\$326,000
Total	85,200	\$48,155,000



Steven Yu is on it!
Thank you. ~ Ms. B

Mr. Kooner is the best!
He explained everything.



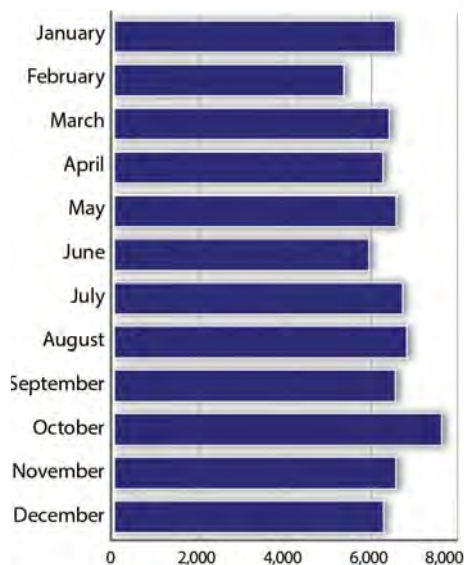
ADMINISTRATIVE SERVICES CONTINUED

RECEPTION

Reception is responsible for accepting program applications and receiving supporting documents as well as registering visitors.

NUMBER OF CLIENT TRANSACTIONS IN RECEPTION

(Poughkeepsie and Satellite Offices)

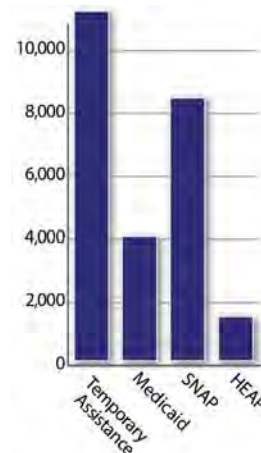


THANK YOU RECEPTION



APPLICATIONS/DOCUMENTS DROPPED OFF

My Full View tracking system data

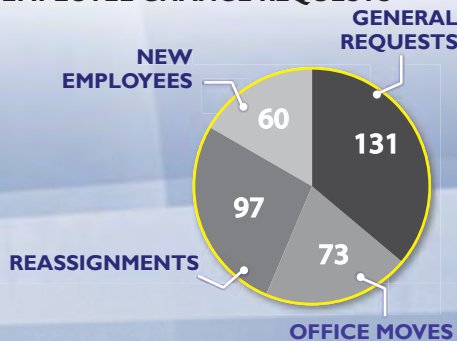


A new, faster and easier option for clients wishing to drop off documents has been introduced in Reception. Two new kiosks, outfitted with specialized software, allow residents to “skip the line” and directly submit their paperwork to a caseworker. From January 16 through December 31, 2019, a total of 8,610 documents were sent through the kiosks!

COMPUTER INFORMATION SERVICES

- Deployed two kiosk machines for public use in the lobby.
- Provided network support in the effort to expand office space.
- Updated primary File-And-Print server to Windows Server 2019.
- Upgraded 50% of desktop fleet to Windows 10.
- Developed a multi-screen digital poster display system to rotate information for lobby guests.
- Implemented the Print-Hosted Reports & Enterprise Documents system
- Migrated the MyFullView tracking system to the state supported CentralSOS database.

EMPLOYEE CHANGE REQUESTS

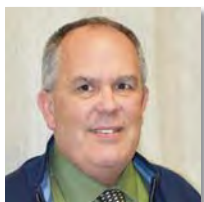


CENTRAL FILE

- Assigned 3,901 new case numbers
- Managed USPS and interoffice mail for entire DCFS staff
- Processed 167,103 pieces of outgoing US Mail (not including inter office mail).
- Prepared and imaged documents for the following units: Medicaid, Temporary Assistance, SNAP, HEAP, Eastern Dutchess Government Center and Beacon
- Received 8,610 kiosk transactions (includes emails, coding and uploading into IEDR with the amount of pages ranging from 2 to 40
- Recorded 9,710 incoming voter registration forms (Voter registration forms are included in benefit application packages.)
- Completed 1,300 hours of Spanish translation for agency interviews, visitations, paperwork, field visits, telephone calls and emails
- Processed 220 Print Shop orders including forms, business cards and specialty orders
- Filled 6,024 supply orders
- Maintained 797 items for the supply room inventory



2019 STAFF DEVELOPMENT/HUMAN RESOURCES



Ted Starzyk
Director of Staff Development
and Human Resources

The Director of Staff Development is responsible for ensuring that the Department of Community and Family Services' workforce receives the training that is necessary to provide objective, competent and professional services to our customers. In Dutchess County, the Staff Development Division also encompasses the human resources and payroll functions.

The Staff Development and Human Resources Unit provides on-going personal and career development for DCFS staff members. This includes conducting needs assessments and planning for the delivery, scheduling and attendance of staff training programs that meet local, state, and federal mandates.

We have contracts with Adelphi University and SUNY Empire College which includes Dutchess Community College. The goal of these programs is workforce professionalism and promotional advancement within the civil service system.

PERSONNEL ACTIONS COMPLETED

New Employment Interviews Conducted	106
New Employees Hired	60
Promotions and Reassignments Processed	35
Leaves of Absence Processed	33
Separations from Dutchess County Service	51

TRAINING HOURS COORDINATED

Temporary Assistance/Intake	1,041
Services (Adult, Children, Youth)	2,600
Medicaid	597
SNAP	487
Child Support	692
Special Investigations	116
HEAP	109
Total	5,642



ACCOMPLISHMENTS & YEARLY STATISTICS 2019

YEARS OF SERVICE

at the Department of Family and Community Services



Colleen Mahoney



Jessie Normil



David Garcia

30 YEARS

Lance Bixby
Blythe Cashdollar
Colleen Mahoney
Lynn Martin
Lorett Wheeler

25 YEARS

Monique Brennan
Gregory Charter
Ellen Gander
Jessie Normil
Ann Roberts

20 YEARS

David Garcia
Donna Wood



William Quintiliani



Angelic Campbell



Shaun Chesley

15 YEARS

Kara Cerilli
Courtney Martin
Andrew Pietroluongo
William Quintiliani
Mary Velazquez

10 YEARS

Vivian Alexopoulos
Susan Barrack
Paula Marcojohn Calli
Angelic Campbell
Tammy Dancy
Wendy Diamond
Carol Domino
Linda Green
Nydia Hernandez

Joseph Lansang
Janet McLain
Mary Ellen Messina
Natalie Morales
Deborah Piotti
Joyce Scheibling
Christina Weiner
Tay West

5 YEARS

Jordan Black
Shaun Chesley
Maryanne Hart
Amy Knox
Jadeen Murray
Brian Napoleon
Frances Schlobohm
Chloe Smith
Melissa Traver

Bright Stars

Bright Stars demonstrate their ability in one or more of these capacities: Excellent customer service, treating staff and clients/public with respect, patience, kindness, and compassion; Problem solving approach to the issue at hand, contributing to a solution or amelioration of a problem; Making a significant contribution to the program or administrative unit; Demonstrating commitment to the mission of the agency, going above and beyond their official job descriptions.

Darla Steinhauer

January 2019
Accounting

Darla is well versed with many operations and is always willing to help even when the issue is not directly under her assigned tasks. She is a go-to person, very prompt with her replies and works quickly on requests from her fellow workers. Darla demonstrates excellent customer service internally to and others outside the agency.



"I love helping our vendors and continuing to research to be sure we paid them correctly as well as working with the staff in Temporary Assistance. I am a TEAM member of DCFS working in the Accounting Division. Should anyone need my assistance I have no problem stepping up to help. I have been in the Accounting Division since December of 2012 and love it no matter what my work is."
– Darla

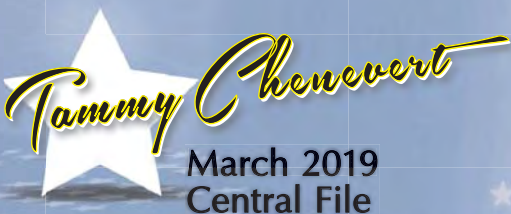


**February 2019
Child Welfare**

Vicki goes above and beyond in many ways to help people, both children and adults. She always interacts professionally, both verbally and in writing. One specific example is her “herculean” efforts to assist a mother, so that children could return home. Ms. Rivera works cooperatively with others and provides incredible diligence to assist with complex issues including chronic homelessness, domestic violence and other kinds of victimization and substance abuse.



“I truly love my job. It suits me very well. I enjoy writing, and I can do this with progress notes, petitions to court, permanency hearing reports and FASPS. Working with the teenagers and children on my caseload and doing what I can to help them move forward in their lives and obtain the services that they need is very fulfilling. My coworkers are the best, always very agreeable and supportive. I like the balance of working in the office, in the field, and testifying in court for my cases. I was a financial analyst for a lot of years and this is a second career path; it’s really a wonderful career.”
– Vicki



**March 2019
Central File**

Tammy has worked tirelessly on implementing the kiosk; she has been in touch with the developer and outside agencies daily working out the problems between the kiosk and I/EDR and answering questions our employees have. She is extremely helpful and professional in every way.



“I really love what I am currently doing, working as the supervisor of the File Room. I could not have done the work that I have done without my incredible hardworking staff. I enjoy the fact that I get to help everyone throughout the agency. Being part of various committees and new programs is very rewarding to me. The work that we do is important and, when we take the time to attend or do our own fundraisers to help others, I am always in awe of the generosity of my fellow employees.”
– Tammy

Bright Stars



Chris Corman

April 2019
Special
Investigations Unit

It is a real pleasure working with Chris. He is always courteous and professional and ready to help with any issues. He is very thorough in his work. Chris is respectful to everyone with a bright and caring attitude and freely gives recognition to other employees for their accomplishments.

Chris is compassionate without compromising integrity or work ethic.



"I am honored to be nominated a Bright Star. As with most everything in my life I am thankful. From an early age my father instilled in me a strong work ethic. My parents never put me down. They simply expected me to always give 100 percent effort with any task I faced. I hope I have lived up to their expectations. My good fortune continued when I was hired here to work for this Department. I had the utmost privilege of working and learning from some excellent people. I hope I have had a positive impact on the citizens of Dutchess County and beyond."
– Chris

Suzanne Howell

May 2019
Children's Services

Numerous times Suzanne has taken additional tasks on, learned how to do them and gotten the tasks completed, without being asked or told to do so. This has had many positive results. She has also been a key member of the Leadership Development program since its inception, making innovative, engaging, and interactive presentations. Suzanne is consistent over the years in her servant leadership. She is a team player with a can-do attitude!



"I was told decades ago that my occupation should be in a service position. I have found that to be true while working in Children Services. In my position, I not only endeavor to assist children, parents, and vendors, but also my coworkers. My role and functions are vital to the unit. I get great satisfaction from doing this work daily. It's by far the best job I have ever had!"
– Suzanne

Jamie Miller

June 2019
SNAP

Jamie was temporarily assigned to the Medicaid Unit after the Medicaid specialist retired. Jamie graciously took on this assignment. She was an enormous help and the entire Medicaid unit is extremely grateful to Jamie, as well as to the SNAP unit for loaning her. She is very professional and committed to an excellent work ethic. Jamie is a real team player assisting where needed and able to step up to the plate.



"Working at DCFS allows me to play an integral part in helping the greater community. It has also allowed me to create meaningful relationships with colleagues and to feel a part of something bigger. I am grateful to be part of such a great organization."
– Jamie

Bright Stars



Trey Tissiera
July 2019
Medicaid

Trey continually demonstrates excellent customer service. He always treats everyone with respect, patience, kindness, and compassion. He is always happy to help. His performance is very good; he consistently has no overdue recertifications and responds to clients/representatives in a timely manner. Trey is a pleasure to work with.



"I like working in Medicaid because we value each other. I

am part of a great team and we have a director/leader, who rolls up her sleeves and gets to work with us. I like working here because no matter who you are or what your job, Sabrina is always willing to stop and listen to you.

I think that the act of valuing people the way she has, speaks much louder than any words can express."

– Trey



August 2019
Adult Services

Kim has been an outstanding member of our DCFS team. She has actively participated in many groups while working here including ABCD, Wellness Committee, Safety Team, Book Club, Knitting Club, and Leadership Development. Kim's Fitness Challenge for DCFS is now a countywide initiative and she continues to make the workplace better each day with her enthusiasm and great ideas. She puts in a tremendous effort when working with clients in APS and is always kind and respectful to everyone in our agency and our visitors.



"I enjoy working in the Intake Unit of Adult Protective Services because I like working with people. Engaging directly with our clients and their families as well as problem-solving are my favorite aspects of my job. I am very proud of the work done in Adult Protective Services assisting and supporting vulnerable adults in our community. Having the opportunity to be involved with the Leadership Development Program and ABCD at DCFS have been great experiences that I am grateful for also."
– Kimberly



September 2019
Adult Services

As a longtime member of our Adult Protective Services (APS) team, Andrea is a great example of what an APS worker should do in the field. She served as our agency's domestic violence liaison for many years, and 'went the extra mile' to advocate for domestic violence survivors. After a recent promotion, she now uses the same care and diligence when serving her APS clients. She also still helps the new domestic violence liaisons and assists our agency with Title XX payments.



"The reason why I like APS is that it allows me to assist and advocate for vulnerable adults and families in the community. I love to work with domestic violence victims to encourage them and be supportive in their time of need. I also look forward to hearing from survivors of domestic violence, who have overcome all the obstacles and are in a safe and stable place with their children. To see this brings me hope and encouragement to help the next victim see that it may be hard right now but there can be light at the end of the tunnel if they hold on to their hope and faith."
– Andrea

Bright Stars



Lorett Wheeler

October 2019
Medicaid

Lorett is the epitome of what is right with this agency. She always presents herself in a professional manner. She treats clients and workers with the same high regard and extends her patience to them. She is focused on accomplishing the required agency goals and she is the go-to person for the hard Medicaid questions. Lorett is efficient, effective and she is always there to help, even when she is inundated with work. Lorett is one of the hidden jewels in DCFS.



"I have been entrusted with the opportunity to assist Medicaid applicants and recipients with receiving Medicaid benefits and I enjoy assisting individuals with receiving the benefits they need. I have also had the pleasure of working with so many wonderful staff at DCFS over the years. In my new position in Temporary Assistance I hope to assist the agency, staff, and the community in whatever way possible."
– Lorett

Pamela Highbridge

November 2019
Accounting

As a supervisor, Pam is very approachable, listens well, and follows through. On the phone with clients she is kind and listens. Pam is interested in the success of the agency and works towards that goal. She is known to go above and beyond her work assignments - volunteering in the agency, including ABCD and the Wellness Committee, and raising morale with great ideas.



"I am so proud to be a member of a unit that is considered support staff to the vital units in DCFS who provide for those in need within our community. Accounting is a unit that is a pleasure to work in because of the teamwork, motivation, and dedication of the staff. Because of their dedication, work is done behind the scene to assure payments are made timely so that those in need receive their benefits in a stress-free manner. I enjoy being a part of the ABCD and Wellness committees which strive to promote a giving and healthy environment for all the staff. This environment spreads to our colleagues, community partners, and consumers."
– Pamela

Tiffany Hernandez

December 2019
Temporary Assistance

Tiffany represents our agency with professionalism and compassion. She is knowledgeable about her job and goes above and beyond to assist clients. Not only does she keep up with her own caseload, she is always willing and eager to assist her coworkers. You can always count on Tiffany to have a positive attitude.



"I enjoy working with the employment unit because I enjoy interacting with clients on a regular basis. Being able to assist clients with referrals for programs that can help them meet their self-sufficiency goals is fulfilling to me. The unit I am in is very helpful and works very well together to ensure that all clients' needs are met, making it a pleasure to work here."
– Tiffany

2019 ADULT SERVICES



Patricia Sheldon
Director of Adult Services

Adult Protective Services (APS) serves adults (age 18 and older) who, due to physical or mental impairments, are unable to protect themselves from abuse, neglect, financial exploitation or other harm, or have no one who can assist them responsibly. This mandated service is available to all adults regardless of income and resources. Adult Services also provides Housing Services, Family Type Home Program administration, Foster Family Home for Adults inspections, and Domestic Violence Liaison assessments.

Case Managers investigate and assess safety and risk to adults residing in the community and assist in obtaining services to strengthen their ability to live in the community for as long as possible with the least restrictions. Adults have the right to make their own decisions. Services are voluntary except in cases of extreme need when the adult lacks capacity to make reasonable decisions on their own behalf.

In 2019, DCFS received 643 Adult Protective Services referrals, of which 415 (65%) were age 60 or older. At intake, 30% of cases had at least one risk factor indicating abuse or neglect from others. Adults age 60 and older comprised 76% of the cases which alleged abuse or neglect from another person. Financial exploitation was noted in 50% of all abuse cases for all age groups. Homelessness for vulnerable adults continued to climb from 21% of cases in 2018, to 23% in 2019. Mental illness was indicated as a suspected impairment in 60% of all APS referrals.

In 2019, the Department continued to see a growth in requests for temporary housing assistance. Temporary housing cases increased by 25% in 2019, from 445 in 2018 to 602 in 2019. The number of single individuals provided temporary housing increased by 30% and the number of families increased by 22% in 2019.

The average length of stay in temporary housing for families was 15 weeks. The average of length of stay for single individuals was 12.5 weeks. The overall length of stay in temporary housing for all persons was 13.4 weeks, an increase of 14% from 2018. The overall cost of providing temporary housing increased by 40% in 2019.

Affordable housing options for families and individuals continued to be an obstacle for county residents with income deficiencies and/or mental and physical impairment vulnerabilities. To address the growth of families experiencing homelessness, the Department submitted a shelter supplement plan for families for state approval. If approved, the plan provides for an increase in Temporary Assistance shelter allowances to 70% of area fair market rental rates. The goal is to secure and maintain permanent housing; thereby, reducing the cost and length of stay in temporary housing.

ADULT SERVICES

	2018	2019
PSA Cases	353	409
PSA Referrals	804	643
PSA Assessments	619	521
PSA Open/Ongoing	353	409
Representative Payee	125	149
Guardianship	33	31
Emergency Housing Cases/Households	445	602
Total Persons Served in Emergency Housing	803	933
Licensed Family Type Homes	11	11
Domestic Violence Screenings	149	178

Statistics from Cognos and Adult Services Automated Project (ASAP)

TEMPORARY SHELTER EXPENDITURES

Year	Amount	Stay in Weeks
2010	\$3,666,914	12.0
2011	\$2,924,690	12.4
2012	\$2,511,476	15.4
2013	\$2,168,106	*N/A
2014	\$2,212,208	*N/A
2015	\$1,540,523	9.1
2016	\$2,181,981	11.9
2017	\$2,493,962	12.7
2018	\$3,738,726	12.0
2019	\$6,082,441	13.0

Statistics from Cognos and Adult Services Automated Project (ASAP) *Stay in weeks figure not available in 2013 and 2014

PRESENTATIONS GIVEN TO THE PUBLIC AND PARTNERING AGENCIES

- Department of Behavioral and Community Health Mental Health Sub Committee
- AARP Hyde Park Elder Abuse Overview
- I Heart Radio Elder Abuse Overview
- Health Quest Home Care APS Overview
- APS Presentation at World Elder Abuse Awareness Day (WEAAD)
- WEAAD Radio Address on Elder Abuse and APS
- New Rent Laws Workshop for Landlords and Agencies

COMMUNITY EVENTS

- Office for the Aging Senior Picnics
- Dutchess Community College Area Resource Meeting
- World Elder Abuse Awareness Day

DUTCHESS COUNTY COMMITTEES/TEAMS

- Coalition on Elder Abuse, Steering and Education Committees January – March 2019
- DCFS Jail Release Planning Partnership
- Sex Offender Management, District Attorney's Office
- Council of Aging Serving the Elderly (CASE)
- Long-Term Care Council
- Coalition for the Homeless (Webster House Shelter for Single Persons)
- Housing Consortium
- Mental Health Dependency and Providers meeting
- Collaborated with the New York Division of Parole, Dutchess County Probation, and the Department of Behavioral and Community Health on housing persons being released from correctional facilities
- In-service presentations offered to PSA staff included an overview of New Rent Laws of 2019 by Legal Services, Non-Residential Domestic Violence Services by Family Services, and Long Term Care Services Through Medicaid Managed Care by Legal Services.



2019 CHILDREN'S SERVICES



Colleen Mahoney
Director of Children's Services

The Children's Services Division provides a wide array of services to promote the safety, permanency and well-being of Dutchess County children. Services are provided directly by staff members in the division and through contracts with many public and private community agencies. Services address issues including, but not limited to, substance abuse, mental illness, developmental disabilities, domestic violence, sexual abuse, medical needs, and childcare. Contracts for a continuum of foster care services are also maintained, from foster home care through institutional care.

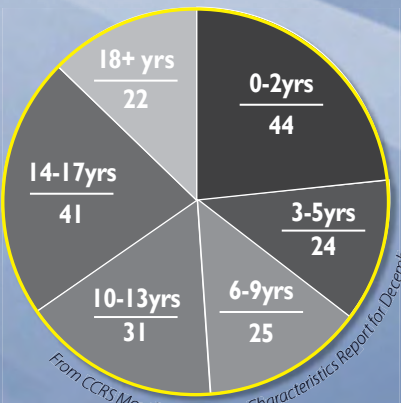
CHILD PROTECTIVE SERVICES

Child Protective Services (CPS) investigates reports of alleged child abuse or maltreatment received through the State Central Register (SCR) 24 hours per day, seven days per week. CPS participates in the Multidisciplinary Investigative Team at the Child Advocacy Center, to conduct investigations with law enforcement regarding allegations of sexual abuse and serious physical abuse of children.

CPS CASE SUMMARY	2018	2019
Reports investigated by CPS	2,427	2,488
Abuse Petitions	38	44
Neglect Petitions	493	518
Petitions requesting Termination of Parental Rights	105	119
Surrender Petitions Filed in Family Court	44	31
Foster Care Review		
Permanency Hearings	440	377
Investigations from Child Advocacy Center (CAC)	248	231
Indicated	67	47
Unfounded	181	184
Pending	0	0

Dutchess County and NYS Office of Court Administration databases and logs, 2019

CHILDREN IN FOSTER CARE BY AGE



FOSTER CARE

The Foster Care unit ensures safe, nurturing temporary care for each child, with the goal of returning the child to family if possible, adoption if the family cannot be reunited, preparation for living independently, or discharge to another resource as is appropriate for each child. Whenever possible, children can be placed with relatives as foster parents.

- Opened 16 new foster parent homes and 30 new relative foster parent homes
- Trained 49 new relative and non-relative foster families in Model Approach to Partnerships in Parenting (MAPP), Caring for Your Own, and/or Deciding Together
- Offered 2 Foster Parent Orientation Meetings per month, scheduled to accommodate working families
- Discharged 7 foster children to subsidized guardianships with relatives through KinGAP
- Provided services to 51 children through Bridges to Health (B2H) program
- Held several Independent Living Trainings for foster children: Safe Sex and Healthy Relationships presented by Planned Parenthood, Do You! Identifying Your Core Values, Chill Out! Cutback on Conflict and Acknowledge Your Anger, and HumanKIND – by Youth Services.
- Organized annual foster family picnic in August with a variety of activities and foods

OPEN FOSTER HOMES (as of 12/31/2019)

92	Foster/adoptive Homes
47	Kinship Homes

ACCOMPLISHMENTS & YEARLY STATISTICS 2019

- Conducted Parent-to-Parent meetings, to develop positive relationships between birth parents and foster parents
- Partnered with the Redlich Horowitz Foundation to increase use of kinship foster care and decrease congregate care
- The Adoptive and Foster Family Coalition of NY (AFFCNY) provided the Circle of Trauma Training to Children's Services Staff and Foster Parents. This training discussed the ACES study and the way trauma impacts youth and manifests into challenging behaviors.
- The Adoptive and Foster Family Coalition of NY (AFFCNY) provided a Stress and The Brain training to foster and adoptive families, which explored the impact of trauma on a child's developing brain, supports for adolescent mental health and provided techniques to navigate relationships with birth families post removal.
- Conducted 2 Strengthening Families trainings and one booster session which served 22 families
- Provided Family Team meetings to 22 CPS, 18 Foster Care and 116 Preventive families
- Referred 7 families to the Coached Family Visitation program with Mental Health America
- Partnered with Real Skills Network, through a Pilot Project, to provide mentorship to youth involved in the child welfare system.
- Received a CAPTA/CARA Grant that allowed for a co-located Public Health Nurse to work with young children in families who have been impacted by substance use.
- Co-located domestic violence, substance abuse, guardian and adoption services, and a Wendy's Wonderful Kids worker within the Children's Services division
- Received 230 preventive referrals in 2019. 181 families were offered and received preventive services. 45 families declined services, 3 referrals were withdrawn and 1 referral was opened in 2020

ADOPTION

Children available for adoption may be surrendered for adoption by their parents or may be freed for adoption through a Family Court decision to terminate parental rights. Often our foster parents become adoptive parents.

Anyone interested in becoming a foster or adoptive parent may obtain more information by calling our agency at 845.486.3230.

CHILDREN IN CARE	2018	2019
Foster Homes	88	88
Institutions	46	31
Group Homes	5	1
Group Residence	2	1
Agency Operated Boarding Homes	8	7
Supervised Independent Living	5	5
Approved Relative Foster Homes	51	51
Other	2	3
Total	207	187

From December 31, 2019 CCRS in Care Summary Report

ADOPTION ACTIVITY	2018	2019
Children Discharged To Adoption	40	28
Children with adoption as a goal at year end	69	60

From December 31, 2019 CCRS in Care Summary Report



Ms. Etienne, Ms. Vasco and Ms. Valentin – Thank you for your dedication. You ladies are awesome! ~ SM, TC



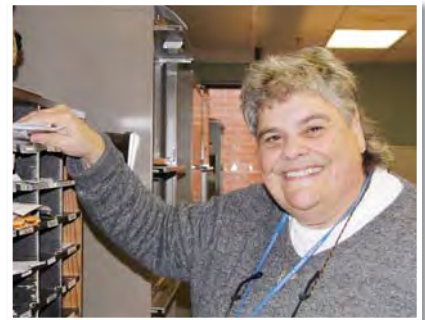
CHILDREN'S SERVICES ACCOMPLISHMENTS CONTINUED...

OUR COMMUNITY SERVICE CONTRACTS INCLUDE:

AGENCY	SERVICE
Abbott House	Home based preventive services for families at risk of having their children placed in foster care
Astor Services for Children and Families	Crisis intervention waiver services, forensic evaluations and the Enhanced Coordinated Children's Services Initiative (ECCSI)
Berkshire Farm Center and Services for Youth	Home based preventive services for families at risk of having children placed in foster care and non-secure detention
Child Abuse Prevention Center	Child Advocacy Center, special needs and parent empowerment parenting programs, community education
Children's Home of Poughkeepsie	Emergency foster care which includes diagnostic evaluations when needed
Family Services, Inc.	Sexual abuse offender and non-offender programs
Grace Smith House	Two domestic violence liaisons provide direct client services, training and consultation regarding domestic violence issues
Hudson River Housing	River Haven shelter respite services for youth
JFC Consulting	Medical consultation on child abuse and maltreatment cases
Lexington Center for Recovery	Co-located staff who can perform drug/alcohol screens and assessments as necessary
Department of Behavioral and Community Health	Co-located staff who can perform drug/alcohol screens and assessments as necessary
Office of Probation and Community Corrections	Preventive services for youth involved in the juvenile justice system, to avoid the need for detention or out-of-home placement
Westchester Institute for Human Development	Child sexual abuse medical examinations
Real Skills Network	Mentorship to youth involved in the child welfare system
Mental Health America	Coached family visitation and court appointed special advocates

CONGREGATE CARE/ JUVENILE JUSTICE SERVICES

Congregate Care/Juvenile Justice Services supervises non-secure, secure and specialized secure detention, and foster care placements when Family Court orders juvenile justice system youth to detention or foster care. Case management and aftercare services are provided to children, youth, and families.



2019 JUVENILE JUSTICE PLACEMENTS

	Non-Secure Detention	Secure Detention	Foster Care
Persons in Need of Supervision (PINS)	29	0	10
Juvenile Delinquents (JD)	9	19	3
Juvenile Offender (JO)	0	1	0
Adolescent Offender (AO)	0	2	0

Dutchess County Data, CCRS and JDAS system

HUMAN TRAFFICKING TASK FORCE / SAFE HARBOUR

The mission of the Dutchess County Task Force Against Human Trafficking is to prevent human trafficking by working collaboratively to raise knowledge and awareness in our county, to identify potential victims and to provide comprehensive trauma informed services. Safe Harbour is a partnership between DCFS, NYS Office of Children and Family Services, and the Dutchess County Task Force Against Human Trafficking to identify trafficked or at-risk youth and offer prevention and intervention services. Both initiatives are spearheaded by DCFS staff member, David Garcia, Dutchess County's Safe Harbour coordinator. We currently have 21 organizations on our task force.

ACCOMPLISHMENTS:

- Received referrals on 50 at-risk youth, 4 were confirmed as victims of Human Trafficking
- Became a facilitator of a youth prevention education program Love 146, Not a Number
- Conducted community awareness presentations on Human Trafficking and Safe Harbour for youth at the Grace Smith House annual Love Shouldn't Hurt Conference, Nubian Directions II, Dutchess Youth One Stop, EPIC, Grace Episcopal Church and the juvenile justice class at Dutchess Community College
- Participated in a Human Trafficking online training hosted by the Children's Home of Poughkeepsie and Senator Sue Serino at the Wallace Center in Hyde Park
- Participated in an awareness event at Marist College
- Conducted 2 Human Trafficking 101 presentations with Give Way to Freedom at the Poughkeepsie City Schools Superintendent's conference
- Participated in a trafficking training at the 2nd Annual Red Sand Gala at Vassar College
- Coordinated a Labor Trafficking presentation by Worker Justice Center of NY
- Tabled at National Night Out, Beacon Wellness Fair and the 11th Annual Building Bridges Conference to provide information on Trafficking/Safe Harbour services
- Contracted with Give Way to Freedom to provide basic Human Trafficking training to 187 community members, skill building training to 121 professionals, and to train six additional task force members for providing Human Trafficking 101 presentations
- Completed and distributed the Dutchess County Task Force Resource Guide
- Managed a general community email address HumanTrafficking@DutchessNY.gov
- Became a "graduated" Safe Harbour county by completing a 5-year commitment to develop a critical team and a response to youth who are at-risk for trafficking.



Wallace Center in Hyde Park



Child Protective Services from Child Advocacy Center



For more information regarding Human Trafficking or presentations, events, and training that are planned around Dutchess County, please call David Garcia at 845.249.4878

2019 YOUTH SERVICES



June Ellen Notaro
Director of Youth Services

The Division of Youth Services' mission is to ensure every youth has a fair and equal opportunity to attain his/her full potential by providing and encouraging services which strengthen family life and by supporting families in their essential function of nurturing the youth's overall development.

Youth Services administers OCFS funding to support the community in providing services that promote positive youth development, decrease juvenile delinquency, and increase public awareness of youth issues.

The Division also provides free, confidential, short-term support services for youth ages 4 to 21. Youth are referred by schools, family, law enforcement, and others to receive help dealing with personal, family, or school difficulties.

- The Youth Board awarded New York State Office of Children and Family Services 2019 funding to 21 programs for a total of \$372,083.
- The Youth Board awarded two students with Dutchess Community College (DCC) scholarships of \$1,500 each.
- During the academic year 2018-2019, the Youth Council had 20 members representing one private and 8 public high schools. Youth Council members completed 2 community service projects, Tech Buddies and donations to Hudson River Housing, as well as hosted 7 guest lecturers, and participated in the Path to Promise Focus, and Youth Leadership Forum in Albany.
- 168 youth received supportive services; of those, 129 cases were closed and over 84% of the youth achieved their goals.
- Partnering with the City of Poughkeepsie School District, a youth worker is co-located once a week at Poughkeepsie Middle School to address the needs of at-risk city youth and ensure comprehensive and coordinated services to identified youth. A total of 13 youth (81%) successfully completed services with positive outcomes.
- Youth Services hosted 24 different workshops, with 148 youth served and 42 adults served, for a total of 190 served.

YOUTH AND ADULTS SERVED IN 2019

YOUTH SERVED

OCFS Funded Grants	2,067
Supportive Services	168
Youth Council	20
Various Workshops	148
Total Youth Served	2,403

ADULTS SERVED

Various Workshops	42
Total Adults Served	42



ACCOMPLISHMENTS & YEARLY STATISTICS 2019

2019 LEGAL SERVICES



SUSAN FLYNN
Bureau Chief

The Legal Unit at DCFS handles cases involving adult protection, child abuse and/or neglect, foster care and termination of parental rights. It also prosecutes support collection cases and offers legal advice to the various divisions and represents DCFS in Family Court cases and in related matters in other court and legal forums.

This unit is active with these innovative programs:

Permanency Hearing Part; Domestic Violence Part for Article 10 Abuse and Neglect cases; Regularly scheduled pre-trial conferences and discovery; Dutchess County Child Advocacy Center; Dutchess County Court Improvement Project for Abused and Neglected Children.

DCFS, with the Legal Unit, continues to participate in collaborative systems:

- Weekly CPS review of cases with attorney/s
- Weekly court case conferences with attorney/s
- Weekly foster care case review with Foster Care Unit and Legal Unit
- Bi-weekly Child Advocacy Center meetings
- Child Advocacy Center with concomitant interaction among the District Attorney's Office, County Attorney's Office, Child Protective Services, Office of Probation and Community Corrections, law enforcement, mental health agencies, victim services and medical service providers.

LEGAL STATISTICS	2019
Child Protective Reports	2,488
Support Cases	8,887
Private Support Referrals	25
Fair Hearings	
Medicaid	69
Child Welfare	96
Collection and Resource Cases	72
Adult Protective Cases	45

LEGAL DISPOSITIONS	2018	2019
Child Abuse Petitions	42	44
Child Neglect Petitions	493	518
Termination of Parental Rights	105	119
IVD Paternity	180	149
IVD Support	4,195	4,744
IVD Interstate Support (UIFSA)	119	130
Permanency Hearings	440	377



ACCOMPLISHMENTS & YEARLY STATISTICS 2019

2019 CHILD SUPPORT SERVICES



Jacky Cooper
Social Welfare Manager II
Child Support

The New York State Office of Child Support Enforcement (OCSE), within New York State Office of Temporary and Disability Assistance, is the agency responsible for administering the child support program through all the local social services districts.

The Child Support Division works closely with Dutchess County Family Court to establish and administer child support under the New York State program. Upon request, services are provided to custodial parents, noncustodial parents, and minors under twenty-one years of age.

SERVICES CAN INCLUDE

- Establishment of child support and/or spousal support
- Location of absent parents through a variety of computer matches available within state and federal systems
- Establishment of paternity for those receiving public assistance (Medicaid recipients/applicants are required to cooperate with child support to establish paternity and obtain medical support.)
- Modification petitions for change in circumstances, and cost of living adjustment of court orders
- Medical benefit executions requiring enrollment of dependents in third party health insurance
- Support collection and monitoring of payments until disbursement of monies associated with that order become the responsibility of the NYS Central Collection Agency
- Enforcement of court ordered income executions when a noncustodial parent is employed
- Collection of arrears from federal and state tax refunds, OTB and lottery winnings, and bank accounts
- Suspensions or denials of New York State driver's or professional licenses
- Initiation of violation proceedings in Family Court
- Referrals to the New York State Department of Taxation and Finance's program for collection and seizure of assets, which targets individuals with child support payments over four months in arrears

I do not feel as if I am simply another case to Ms. Traver; she assists me in any way she can. ~ AW



ACCOMPLISHMENTS & YEARLY STATISTICS 2019

CHILD SUPPORT SERVICES

- Processed 5,486 Family Court petitions
- Collected \$29,905,140 in child support
(Of this amount, \$29,328,603 benefited families that did not have an active Temporary Assistance case.)
- 165 customers were tested by a contracted genetic testing company that collects the DNA samples onsite at Family Court

CHILD SUPPORT ACTIVITY	2018	2019
Child Support Cases Open	9,330	9,887
Children Open in Support Cases	8,810	8,287
Children Open Born Out of Wedlock	5,069	4,800
Children Open with Paternity Established	4,847	4,558
Percentage of Children Open with Paternity Resolved	95.6	94.9
Children Needing Paternity Determination	239	260
Cases with Collections during Year	5,877	5,752
Interstate Cases with Collections during Year	240	266
Cases Open Where Medical Support is Ordered	6,388	6,024
Cases with Arrears Due during Year (FFY 10/18 - 9/19)	7,177	6,886

CHILD SUPPORT COLLECTIONS	
Year	Amount Collected
2010	\$31,679,196
2011	\$31,714,755
2012	\$31,366,315
2013	\$30,876,366
2014	\$30,415,090
2015	\$30,110,004
2016	\$30,149,458
2017	\$29,324,983
2018	\$29,490,300
2019	\$29,905,140



From NYS OCSE DCFS-157 Report 12/19, Statistical Trends Report 12/19 and Child Support Monthly Report 12/19

2019 MEDICAID SERVICES



Christine Nastasi
Social Welfare Manager II
Medicaid

Medicaid is a program for people who can't afford to pay for medical care. The Medicaid program provides services through membership in care plans as well as fee for service Medicaid. It is funded through federal, state and county appropriations. There are four plans to choose from in Dutchess County: MVP, Fidelis, Wellcare, and United Healthcare.

To qualify for the Medicaid program, applicants must meet income requirements and may have resource requirements depending on the program. Eligibility rules are based on the Federal Poverty Level (FPL). The gross household countable income of a client must not exceed the prescribed percentages of the FPL to be eligible.

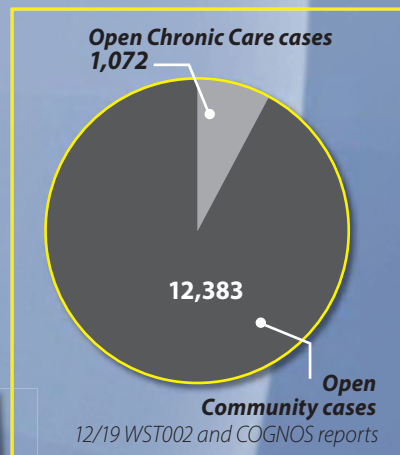
Locally, we process applications for individuals over 65 years old, disabled adults with Medicare Part A & B, those in need of nursing home care, and disabled children with the Children's Consolidated Waiver. We also serve consumers who receive Supplemental Security Income (SSI). All others must apply directly with the New York State Department of Health.

MEDICAID SERVICES

- Hosted a Chronic Care Workshop to educate nursing home staff in the local and surrounding area on Medicaid regulation and policy, and best practices.
- Participated in the ThinkDIFFERENTLY Conference, Dutchess County's Collaboration of Services and Care Across the Life Span for People with All Abilities.
- Processed 144 disability reviews

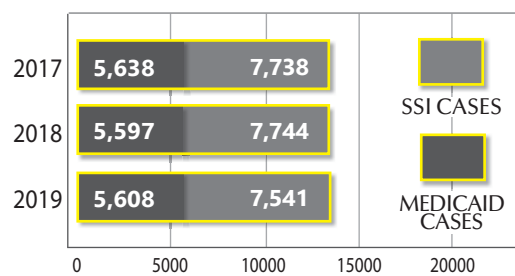
MEDICAID MMIS (MEDICAL MANAGEMENT INFORMATION SYSTEM) – GROSS SHARES

2010	\$366,836,331
2011	\$383,206,274
2012	\$386,632,150
2013	\$429,748,115
2014	\$457,109,963
2015	\$508,395,860
2016	\$542,058,647
2017	\$567,472,254
2018	\$604,607,576
2019	\$636,438,529



ACCOMPLISHMENTS & YEARLY STATISTICS 2019

MEDICAID CASES as of DECEMBER 31, 2019



From WMS WST002

MEDICAID TRANSACTIONS

	2018	2019
Applications Registered	4,746	4,559
Cases Opened/Reactivated/ Open-Closed	4,646	4,868
Cases Closed	4,652	4,718
Changes to Active/Closed Cases	21,467	18,499
Recertifications	5,589	5,749
Denied	2,069	1,715
Closed Case Maintenance/Forced Deletion	98	102
Total Transactions	38,521	35,651

From WMS WST003

MEDICAL EXPENDITURES BY PROVIDER*

PROVIDER TYPE	2018	2019	%Change
Hospital Inpatient Services	\$27,923,706	\$24,841,487	-11.0
Hospital Outpatient Services	\$4,160,439	\$4,197,356	0.9
Skilled Nursing Facilities	\$69,966,350	\$72,294,455	3.3
Intermediate Care Facilities	\$16,227,540	\$16,059,549	-1.0
Clinics	\$12,571,084	\$11,449,731	-8.9
Hospice	\$1,077,618	\$1,126,810	4.6
Physicians Services	\$2,576,117	\$2,286,837	-11.2
Dental Services	\$552,372	\$498,674	-9.7
Other Practitioners Services	\$3,236,440	\$3,006,291	-7.1
Child Care Institutional Medical Per Diem	\$2,317,985	\$1,880,844	-18.9
Personal Care Services	\$4,146,583	\$4,191,345	1.1
Home Health Services	\$732,893	\$558,370	-23.8
Assisted Living Services	\$6,626,959	\$7,489,445	13.0
Long-Term Home Health Care Waived Services	\$8,768,957	\$7,808,268	-11.0
Home and Community Based Waived Services	\$97,439,410	\$102,724,247	5.4
Rehabilitation and Therapy	\$139,788	\$191,656	37.1
Mental Hygiene Restorative Rehabilitation	\$7,033,045	\$8,891,691	26.4
Drugs and Supplies	\$5,796,799	\$5,688,631	-1.9
Eye Appliances and Durable Medical Equipment	\$330,191	\$316,826	-4.0
Prepaid Care	\$296,484,524	\$322,585,988	8.8
Case Management	\$9,837,950	\$9,458,544	-3.9
Health Insurance Premiums	\$1,013,683	\$1,430,684	41.1
Medical Transportation	\$14,558,541	\$15,359,560	5.5
Lab and X-Ray Services	\$530,783	\$498,163	-6.1
Other	\$249,217	\$4,024,824	1,515.0
Total	\$594,298,973	\$628,860,276	5.8

From 12/2019 NYSDOH MARS MRP1010-R001



2019 SNAP/HEAP SERVICES



Joanne Sinagra
Social Welfare Manager II
SNAP/HEAP/Child Care
Subsidy

Supplemental Nutrition Assistance Program (SNAP) and Home Energy Assistance Program (HEAP) Services (Satellite offices are included in this division.)

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

SNAP helps low-income working people, seniors and the disabled put healthy food on the table. SNAP benefits are issued electronically monthly. SNAP eligibility is based on household income, household size, and other factors.

SNAP TRANSACTIONS	2018	2019
Applications Registered	7,971	7,243
Cases Opened/ Reactivated/Open-Closed	6,069	6,033
Changes to Active/Closed Cases	37,465	33,013
Recertifications	*5,114	5,019
Denied	3,395	2,586
Closed Case Maintenance	127	129
Total Transactions	58,629	52,787

*Corrected figure from 2018 Annual Report
From WMS WST003

For fast, easy and confidential service, which is available 24 hours a day, visit: WWW.MYBENEFITS.NY.GOV.

You can check to see if you are eligible, apply for SNAP/HEAP benefits and track your application. You can also apply at all Dutchess County Community Action and DCFS locations. Seniors may apply at Dutchess County Office for the Aging.

SNAP CASES AS OF DECEMBER 31, 2019

2010	8,463
2011	10,926
2012	12,802
2013	13,087
2014	12,892
2015	12,142
2016	11,146
2017	10,680
2018	10,353
2019	10,385

From WMS WST003



ACCOMPLISHMENTS & YEARLY STATISTICS 2019

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

HEAP assists low income people pay the cost of heating their homes. Eligibility is based on household income. Program components include: Regular, Emergency, Heating Equipment Repair and Replacement, Heating Equipment Clean and Tune, and Cooling Component.

Through a contract with the Community Action Partnership of Dutchess County, DCFS continued to fund a full-time HEAP Packager. The Packager helps identify and work with low-income, energy vulnerable families who would benefit from weatherization, other energy-related services, a heating equipment crisis program, and a system of emergency fuel depots throughout Dutchess County.

FUEL DEPOT

Dutchess County Community Action Partnership is our contractor that administers the Emergency Fuel Program. Households accessing the emergency fuel depot are required to apply for HEAP benefits. The emergency fuel depots are located throughout Dutchess County and operate after 5:00 PM Monday – Friday and weekends through HEAP season.

EDGC Eastern Dutchess Government Center



SATELLITE OFFICES EASTERN DUTCHESS GOVERNMENT CENTER

The EDGC satellite office is located at the 131 County House Road - 3rd Floor, Millbrook, NY 12545.

It accepts all financial program applications (Temporary Assistance, SNAP, Medicaid, and HEAP) The eligibility worker is responsible for determining eligibility and then maintains the case for ongoing services.

Due to the size and staffing of this office, the EDGC office operates on an appointment only schedule. This location is not equipped to take care of housing emergencies. If an individual or family find themselves needing this type of service, they are referred to the main office in Poughkeepsie.



BEACON CENTER

The Beacon Center satellite office is located in the Southern County Office Building, 223 Main Street, Beacon, NY 12508. The building is open from 9:00am-4:45pm.

This office can accept and process SNAP and HEAP applications.

If consumers need to relay or submit information to a different DCFS office, they may utilize the Beacon site to drop off their documents.

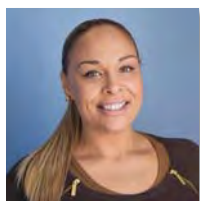
HEAP TRANSACTIONS	2018	2019
Applications Registered	1,585	1,466
Cases Opened/ Reactivated/Open-Closed	930	846
Cases Closed	614	747
Changes To Active/ Closed Cases	2,178	2,304
Denied	630	634
Closed Case Maintenance	127	0
Total Transactions	4,353	4,351

From WMS WST003

Beacon Center



2019 TEMPORARY ASSISTANCE SERVICES



Christian Jones
Social Welfare Manager II
Temporary Assistance

INCLUDES SNAP INTAKE, EMPLOYMENT AND CHILD CARE SUBSIDY PROGRAMS

Temporary Assistance Intake determines eligibility and screens all applicants for domestic violence, drug and alcohol abuse, and any other physical or psychological barriers to employment. The Temporary Assistance unit works with employable individuals, persons with barriers and child-only cases focusing on employment as a priority while promoting self-sufficiency and personal responsibility.

TEMPORARY ASSISTANCE TRANSACTIONS

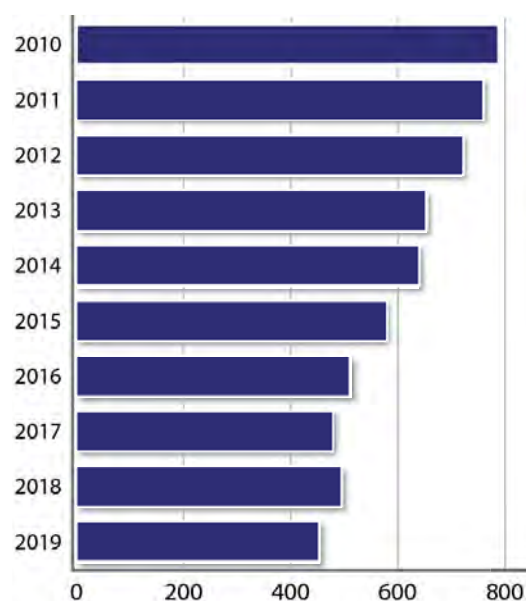
	2018	2019
Applications Registered	5,756	5,912
Cases Opened/Reactivated/Open-Closed	2,103	2,432
Cases Closed	1,516	1,721
Changes to Active/Closed Cases	9,175	8,140
Recertifications	1,150	1,209
Denied	3,746	3,613
Closed Case Maintenance	260	155
Total Transactions	17,950	17,270

From WST0003

FAMILY ASSISTANCE

Family Assistance provides benefits for families with children. Cash benefits are limited to five years in a recipient's lifetime. After five years a Family Assistance case may continue to receive benefits if an adult is disabled and cannot work, or by applying for assistance through Safety Net.

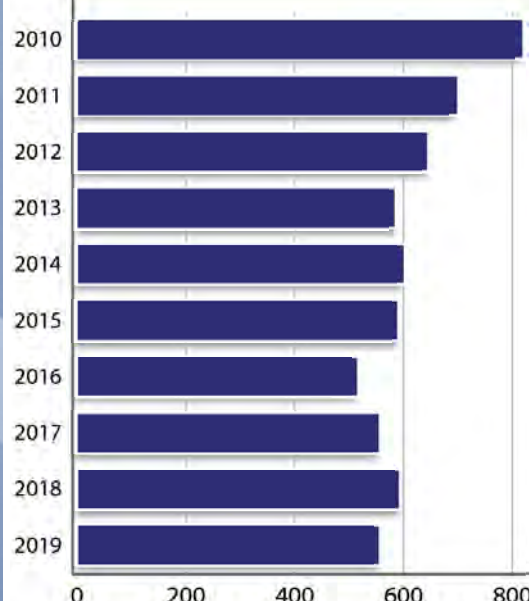
FAMILY ASSISTANCE CASES AS OF DECEMBER 31, 2019



SAFETY NET ASSISTANCE

Safety Net Assistance provides benefits for basic living expenses for single adults and childless couples or families who have used up their 5-year limit of Family Assistance. Cash benefits are limited to two years including any cash benefits received through Family Assistance. After two years, the noncash safety net assistance voucher system provides benefits.

SAFETY NET CASES AS OF DECEMBER 31, 2019



EMPLOYMENT UNIT

The Employment Unit assists able-bodied clients attain self-sufficiency and helps those who are incapacitated obtain necessary treatment and rehabilitation services. Staff conduct an assessment with each individual and work with them to develop an individualized employment plan.

- Through our partnership with the Dutchess County Regional Chamber of Commerce: 65 TANF and/or Safety Net recipients participated in the Workforce Connections Program; 24 became employed.
- Through our partnership with Dutchess County BOCES: 120 individuals completed the Test of Adult Basic Education (TABE) intake assessment; 81 were enrolled in Adult Basic Education (ABE) classes and/or the High School Equivalency program; 37 individuals enrolled in other training programs such as Certified Nurse's Assistant (CNA), Heating, Ventilation & Air Conditioning (HVAC) or phlebotomy, and completed their training.

DCBOCES Community Solutions for Transportation program assisted low-income families maintain or improve their current employment by assisting 18 individuals obtain their NYS driver license; and awarding 25 eligible individuals a vehicle, 4 of whom were veterans.

- Through our partnership with Exodus Transitional Community, a re-entry program for formerly incarcerated individuals, 84 individuals participated in employment services involving comprehensive job seeking, job retention, job training and career planning; 31 participants became employed at an average of 36 hours per week and an average hourly wage of \$14.62.
- Through a partnership with DCWIB, the Summer Youth Employment Program (SYEP) engaged 182 eligible youth including homeless, low income and foster care youth, with 13 receiving Temporary Assistance.



CHILD CARE SUBSIDY PROGRAM

The Child Care Subsidy Program is designed to help low-income families meet their child care needs. Eligibility is based on income. The Child Care Subsidy unit processes applications, monthly payments to providers and works with the Child Care Council of Dutchess and Putnam Counties, which is contracted to provide inspection of child care providers and assist clients in locating a child care provider.

- Provided services to 828 families and 1,476 children.
From CCTA system

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) INTAKE

SNAP TRANSACTIONS	2018	2019
Applications Registered	7,971	7,243
Cases Opened/ Reactivated/Open-Closed	6,069	6,033

From WST0003 - Full SNAP statistics are in the SNAP and HEAP Services section of this report.

CHILD CARE QUALITY ASSURANCE

Standard Performance Levels	Standard % Required	Standard % Met	Standard % Met
Complaint Investigations	95%	100%	Yes
Safety Assessments	100%	100%	Yes
50% Inspections*	90%	180.20%	Yes

*Percent is calculated on a Cumulative Quarterly Basis from the Annual Total of ½ of the Registered Programs as shown here.	50% Inspection Total	91
	50% Inspection Goal	50.5

Data from Child Care Council of Dutchess and Putnam, Inc., Dutchess 2019 Q4

Ms. Dahowski, how grateful my family and I are for your understanding and compassion in our time of need. ~ SB



2019 SPECIAL INVESTIGATIONS UNIT



Christopher Corman
Supervisor of
Special Investigations

Special Investigations unit is responsible for public assistance program integrity and investigates possible welfare fraud, assists with eligibility determination, and recovers overpayments/repayment of assistance where appropriate.

COST AVOIDANCE FOR PROGRAM INTEGRITY		Number of Application Denials, Case Closings or Grant Reductions	Estimated Cost Avoidance
Initiatives	Description		
Front End Detection System (FEDS)	Detecting fraud at application	752	\$2,395,170
Intentional Program Violations (IPV)	Disqualification sanctions for those found guilty	19	\$43,354

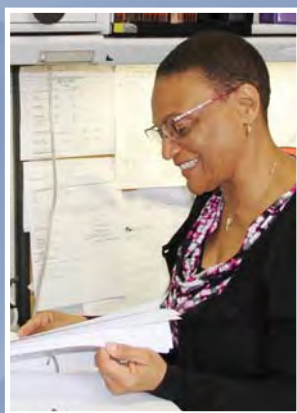
From 2018/2019 NYS OTDA Cost Avoidance Program Calculations

SPECIAL INVESTIGATIONS UNIT ACTIVITY	2018	2019
Completed Investigations	635	762
Confessions of Judgment	61	79
Value of Repayment Agreements Signed	\$175,377	\$250,975
SNAP Disqualifications	22	14
Value of SNAP Disqualifications	\$53,574	\$35,101
Temporary Assistance Disqualifications	3	5
Value of Temporary Assistance Disqualifications	\$7,977	\$8,253
Duplicate Case Reviews	335	314
Incarcerated Case Reviews	135	66

From 2018/2019 PARIS and Prison Match Reports

COLLECTION ACTIVITY	2018	2019
Lottery Intercepts	\$17,246	\$12,545
Fees (Parking, Guardian, Adoption, Home Study, Phone, Postage, Confessions of Judgment, Copies and Subpoenas)	\$23,778	\$22,292
Cash Collections (TANF, SN, MA, Services, SNAP, SN-SSI and CSE Repayments)	\$6,477,864	\$6,668,280

From Cash Management System



Employee Generosity

ABCD Members- Kimberly Flowers (AFS), Theresa Giovanniello (ADM), and Miles Shadman (AFS) assisted the Coming Home Program with preparing and serving dinner to participants re-entering the community after incarceration. **Kara Cerilli (ADM), Chris Corman (ADM), and Sheree Gover (SNAP)** donated food and other items.

The **Accounting Unit** held a bake sale with raffles to raise money for their adopt-a-family.

The **Administrative Team** collected 140 toys which were donated by staff for the 29th Annual Salvation Army Toy Drive.



Adult Services hosted an ice-cream social fundraiser and raised just over \$600 for the DCFS Elizabeth Ann Karlson/Jennifer Bixby Food Pantry.

Andrea Watson (AFS), Barbara Ingram (CW), and Denise Griffin (AFS), coordinated the annual Salvation Army 'Angel Tags' Collection and received clothing, toys, and games for 90 children.

Andrea Watson (AFS) and Cheryl DeGroat (AFS) managed the DCFS Elizabeth Ann Karlson/Jennifer Bixby Food Pantry.

Children's Services organized another successful Foster Care Picnic at Bowdoin Park.

The **Child Support Unit** collected hats, gloves, mittens, and scarves for Grace Smith House.

Deputy Commissioner, Theresa Giovanniello, and the **CROP (Communities Responding to Overcome Poverty) Walk Team at DCFS** raised \$1,301 to help fight hunger.

Deputy Commissioner for Special Needs, Dr. Toni-Marie Ciarfella, organized *A Day at the Think Differently Circus Midway* themed *Dutchess County Special Needs Picnic (7th Annual)*. **Monique Aiello (SNAP), Kara Cerilli (ADM), Jacky Cooper (ADM), Danielle Lunsford (SNAP), Jessica Matthews (AFS), Christine Nastasi (ADM), Lenore Rivera (SNAP), Miles Shadman (AFS), and Morgan Valentin (CW)** assisted from DCFS.

File Room staff held their "Supplies You Cannot Get in The Supply Room" fundraiser and raised \$430 for the DCFS Elizabeth Ann Karlson/Jennifer Bixby Food Pantry.

Frank Farinacci (DPW) and the **Department of Public Works Carolers** raised \$1,300 for homeless veterans and for two adopt-a-families.



Joanne Sinagra (ADM) collected \$180 for Hudson River Housing's *Be a Great Friend to Kids* fundraiser to help purchase new school clothes and shoes for children that are in residence there.

Margaret Holzberger (ACCT) organized a St. Patrick's Day fundraiser raising \$557 for the Hearing Loss Association of America-Mid Hudson Chapter. Margaret also organized a raffle for the National Alliance on Mental Illness-Mid Hudson (NAMI) and raised \$450. **Christine Avampato (MA) Patricia Malinski (MA), Christine Meluch (ADM), and Deb Piotti (INTAKE)** assisted with selling tickets.



Staff Development coordinated the DCFS United Way campaign and the Holiday Wreath and Anemone Sales for Mental Health America.

DCFS Staff donated composition books for Backpacks and More! (BAM!). New backpacks generously filled with school supplies were distributed to 1,000 Dutchess County school children. **Karla Friedle (ADM), Planning Committee; Pam Highbridge (ACCT), Kara Cerilli (ADM), and Valencia Jalil (ACCT)** donated their time.

Temporary Assistance Services hosted a basket raffle and raised \$1,080 for the Veteran's at Liberty Station.

Tom Tait (CPS), his son **Xander**, and **Monique Brennan (AFS)** volunteered at Hudson River Lodging's holiday party for residents and their children.

Taking a Springy Break!

EMPLOYEE APPRECIATION 2019

Spring Break for DCFS staff! The Administrative Team brought warm greetings and springtime cheeriness to the annual staff coffee break to show their appreciation for work well done! Yellow flowers lent a sunny air, and everyone had a chance to share a break and recharge together.



Community Outreach

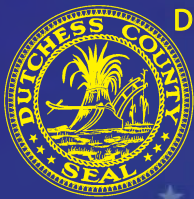
DCFS is out and about in Dutchess County! We enjoy being part of the community. Pictured here is a sampling of the events in which we were involved.

- Combating Sex Trafficking
- Foster Family Picnic
- Give Santa a Sign
- Insane Inflatable 5K
- Kid Venture
- Path to Promise

- PK Go Pride Festival
- Red Sand Gala, (human trafficking awareness)
- Think Differently Picnic
- Women's Empowerment Presentation







Dutchess County Department of Community and Family Services
60 Market Street, Poughkeepsie, New York 12601
www.dutchessny.gov
DCFSinfo@dutchessny.gov
phone: 845.486.3000 fax: 845.486.3090

DEPARTMENT OF COMMUNITY AND FAMILY SERVICES SATELLITE LOCATIONS

Beacon Center
223 Main Street
Beacon, NY 12508
845.838.4800

Child Advocacy Center
35 Van Wagner Road
Poughkeepsie, New York 12603
845.486.5112

Eastern Dutchess Government Center
131 County House Road
Milbrook, New York 12545
845.677.5532

SPECIAL CONNECTIONS

Dutchess County
www.dutchessny.gov
Dutchess One Stop Career Center
www.dutchessonestop.org
845.473.9000

Health Plan Marketplace
www.nystateofhealth.ny.gov

Apply for/track TA, SNAP,
and HEAP benefits.
www.mybenefits.ny.gov

NYDocSubmit
(mobile app to submit documents)

New York State Office of Temporary
and Disability Assistance
www.otda.state.ny.us
518.473.1090

New York State Office of Children
and Family Services
www.ocfs.state.ny.us
518.473.7793

HOTLINE NUMBERS

Report alleged Child Abuse or Neglect
Main Hotline 800-342-3720
Mandated Reporter Hotline
800.635.1522

Report fraud
Medicaid 800.424.9121
Welfare 800.367.4448

Report alleged Adult Abuse or Neglect
844.697.3505
Rape Crisis/Crime Victim
845.452.7272